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November 4, 2021

### Notice of Data Incident

Dear

Seneca Family of Agencies (“Seneca”) works with its partners, including Monterey County to provide services to families in our communities and writes to notify you of an incident that may affect the privacy of your information. This letter includes information about the incident, our response, and resources we are making available to you.

**What Happened:** On August 27, 2021, we experienced a network disruption that impacted our ability to access certain files on our network. We immediately reported the incident to law enforcement and began working with computer specialists to determine what occurred. Our investigation determined that information stored on our network was accessed between August 25 and August 27, 2021. Although we have no evidence of misuse of information as a result of this incident, our investigation was unable to definitively rule out access to certain information. Therefore, in an abundance of caution, we are notifying individuals with information stored on our network.

**What Information Was Involved:** The type of information stored on our network may have included your minor child’s name and the following data elements: Social Security number.

**What We Are Doing:** Upon discovering this incident, we immediately began an investigation and took steps to further protect our network. We are also providing potentially impacted individuals with access to 12 months of identity protection services through Equifax.

**What You Can Do:** We encourage you to enroll your minor child in the identity protection services we are making available to you. Information about how to enroll in these services along with additional resources available to you are included in the attached “Steps You Can Take To Protect Your Minor’s Information.”

**For More Information:** We understand you may have questions about this incident. You may contact our dedicated assistance line at 855-675-2841, between 6:00 a.m. and 6:00 p.m. Pacific Time, Monday through Friday (excluding major U.S. holidays) or write to us at 8945 Golf Links Road, Oakland, CA 94605.

We sincerely regret any concern this incident may cause you. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

Scott Osborn, LCSW  
Chief Operating Officer  
Seneca Family of Agencies



## STEPS YOU CAN TAKE TO PROTECT YOUR MINOR'S INFORMATION

### Enroll in Identity Protection

#### Enrollment Instructions

Parent/guardian go to [www.equifax.com/activate](http://www.equifax.com/activate), enter your unique Activation Code of 1111111111, then click "Submit" and follow these 4 steps:

1. **Register:** Complete the form with parent/guardian's contact information and click "Continue". If you already have a myEquifax account, click the 'Sign in here' link under the "Let's get started" header. Once you have successfully signed in, you will skip to the Checkout Page in Step 4.
2. **Create Account:** Enter parent/guardian's email address, create a password, and to accept the terms of use.
3. **Verify Identity:** To enroll in your product, we will ask you to complete our identity verification process.
4. **Checkout:** Upon successful verification of parent/guardian's identity, you will see the Checkout Page. Click 'Sign Me Up' to finish enrolling.  
The confirmation page shows parent/guardian completed enrollment.  
Click "View My Product" to access the product features and enroll minor children.

#### Key Features

- Child Monitoring for up to four children under the age of 18
- Emailed notifications to the primary adult member of activity on the child's Equifax credit report

### Monitor Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your minor's account statements and your explanation of benefits forms for suspicious activity and to detect errors.

Although minors under the age of 18 typically do not have a credit report, under U.S. law, they are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. Once you receive the credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place a "security freeze" on the file, which will prohibit a credit bureau from releasing information in the credit file without your express authorization. Pursuant to federal law, you cannot be charged to place or lift a security freeze on a credit file. To request a security freeze for your minor, you will need to provide the following information for both you and your minor:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth; and
4. Address for the prior two to five years.

Include for your identification:

5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. Proof that you are the parent or legal guardian of the minor.

Include for you minor's identification:

8. A copy of your minor's Social Security card and
9. A copy of your minor's birth certificate.

Should you wish to contact the credit reporting bureaus or place a security freeze, please contact the bureaus listed below:

<b>TransUnion</b> 1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a> <b>TransUnion Security Freeze</b> P.O. Box 160 Woodlyn, PA 19094	<b>Experian</b> 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a> <b>Experian Security Freeze</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax</b> 1-888-298-0045 <a href="http://www.equifax.com">www.equifax.com</a> <b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348
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### Additional Information

You can further educate yourself regarding identity theft, security freezes, and the steps you can take to protect your minor's personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you or your minor have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

*For Maryland residents*, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202; 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Seneca may be contacted at 8945 Golf Links Road, Oakland, CA 94605.

*For New Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, FTC, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

*For New York residents*, the New York Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Washington, D.C. residents*, the District of Columbia Attorney General may be contacted at 441 4<sup>th</sup> Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>. Seneca may be contacted at 8945 Golf Links Road, Oakland, CA 94605.



هذا الخطاب مُرسل من شركة Seneca Family of Agencies، ويحتوي على معلومات مهمة حول واقعة قد يكون لها تأثير على خصوصية المعلومات الشخصية أو الصحية المتعلقة بك أو بأحد أفراد أسرتك. يُرجى الاتصال بالرقم 855-675-2841، من الإثنين إلى الجمعة (باستثناء العطلات في الولايات المتحدة)، من الساعة 6 صباحاً إلى الساعة 6 مساءً بتوقيت المحيط الهادئ، للحصول على معلومات حول هذه الواقعة والموارد التي توفرها لك.

本函由 Seneca 机构家族发送，包含有关一次事件的重要信息，该事件可能已影响与您或您的家人相关的个人或健康信息的隐私。如需了解有关此事件的信息以及我们向您提供的资源，请于太平洋标准时间周一至周五（美国节假日除外）上午 6:00 至下午 6:00 致电 855-675-2841。

این نامه از طرف Seneca Family of Agencies ارسال شده و حاوی اطلاعات مهمی درباره حادثهای است که ممکن است حریم خصوصی اطلاعات شخصی یا سلامت شما یا یکی از بستگان شما را نقض کرده باشد. برای کسب اطلاعات بیشتر درباره این حادثه و امکاناتی که در اختیار شما قرار خواهیم داد، لطفاً از روز دوشنبه تا جمعه (به جز تعطیلات رسمی ایالات متحده)، از ساعت 6 صبح الی 6 عصر به وقت منطقه زمانی اقیانوس آرام (PST)، با شماره 855-675-2841 تماس بگیرید.

본 시신은 Seneca Family of Agencies에서 발송한 것으로 귀하 또는 가족과 관련된 개인 또는 건강 정보의 프라이버시에 영향을 미쳤을 수 있는 사건에 대한 중요한 정보를 포함하고 있습니다. 이 사건에 대한 정보 및 귀하께서 이용 가능한 자원은 월요일부터 금요일(미국 공휴일 제외) 오전 6시부터 오후 6시(태평양 표준시)까지 855-675-2841번으로 전화주시기 바랍니다.

本函來自 Seneca 機構家族，載有有關一次事件的重要資訊，該事件可能已影響與您或您的家人相關的個人或健康資訊的私隱。如需瞭解有關此事件的資訊以及我們向您提供的資源，請於太平洋標準時間週一至週五（美國節假日除外）上午 6:00 至下午 6:00 致電 855-675-2841。

Это письмо от агентства группы Seneca содержит важную информацию об инциденте, который мог повлиять на конфиденциальность персональной или медицинской информации, относящейся к Вам или члену Вашей семьи. Позвоните по телефону: 855-675-2841 с понедельника по пятницу (кроме праздничных дней в США), с 06:00 до 18:00 PST (по тихоокеанскому времени) для получения информации об этом инциденте и ресурсах, которые мы предоставляем в Ваше распоряжение.

Esta carta es de la familia de agencias de Seneca y contiene información importante sobre un incidente que puede haber afectado la privacidad de la información personal o médica relacionada con usted o un familiar. Llame al 855-675-2841, de lunes a viernes (excepto feriados en los EE. UU.), de 6 a. m. a 6 p. m., hora del Pacífico, para obtener información sobre este incidente y los recursos que tenemos a su disposición.

Ang liham na ito ay mula sa Seneca Family of Agencies at naglalaman ng mahalagang impormasyon tungkol sa isang insidente na maaaring nakaapekto sa privacy ng personal o pangkalusugang impormasyon na nauugnay sa iyo o sa isang miyembro ng pamilya. Mangyaring tumawag sa 855-675-2841, Lunes hanggang Biyernes (maliban sa mga pista opisyal sa US), 6 am - 6 pm PST, para sa impormasyon tungkol sa insidenteng ito at mga resource na ginagawa naming available sa iyo.

Thư này đến từ Seneca Family of Agencies và chứa thông tin quan trọng về sự cố có thể ảnh hưởng đến quyền riêng tư về thông tin cá nhân hoặc sức khỏe liên quan đến quý vị hoặc thành viên gia đình. Vui lòng gọi số 855-675-2841, từ Thứ Hai đến Thứ Sáu (trừ các ngày lễ của Hoa Kỳ), 6 giờ sáng - 6 giờ chiều giờ PST, để biết thông tin về sự cố này và các nguồn tài nguyên mà chúng tôi cung cấp cho quý vị.